Comprehensive Systems, Inc.

Satisfaction

Satisfaction Data
2025

As Comprehensive Systems, Inc. continues to strive to meet the needs of the individuals served and the Mission of the organization, it is important to survey our various stakeholders. We designed two satisfaction surveys, one being for personnel and another for other stakeholders, as we believe employees would have a different perspective than the other stakeholders.

We wanted all.stakeholders to know both that their input was essential to our strategic planning, and that individual's responses would be anonymous. In addition to the individual responses, we determined it would be important to know three more pieces of information: (1) how long the stakeholder had been familiar with/employed by Comprehensive Systems, Inc., and (2) to which major group a survey response belonged and (3) how many stakeholders would recommend Comprehensive Systems services to others. We were able to accomplish the anonymity of individual responses with specific directives (see following pages). The length of familiarity with Comprehensive Systems, Inc. was achieved by individuals checking an appropriate response. We were able to track the major groups by color coding the surveys, by group, before distributing them. Service recommendation was asked in a question form.

All stakeholder satisfaction surveys were reviewed. There were no trends that were identified. A letter was later sent to staff and parent/guardians providing follow up action steps to their overall comments. To increase performance, individual comments were taken to Personnel or individual managers for follow-up. Comments/suggestions are reviewed annually by the Strategic Planning Committee for future planning.

Comprehensive Systems, Inc.
Parent Satisfaction

2025

3 Year Review

	2023	2024	2025
Service	95.4%	100%	100%
Safety	99.74%	100%	100%
Staff	100%	100%	100%
Management of Service	100%	100%	100%
Communication	99.12%	99.74%	100%
Rights / Respect	100%	100%	100%
Skill Development	100%	100%	99.8%
Cultural Diversity	100%	100%	100%
Technology	100%	100%	100%
Transportation	99.74%	100%	100%
Recommend Services	100%	100%	100%
Overall Satisfaction	99%	99%	99.%

One hundred- eighteen (118) satisfaction surveys were returned during this year's satisfaction mailing. The overall satisfaction from parents continues to be high. Comments will be trended and planning for improvement during 2025 will be implemented.

Day Services – Parent
(Community Integration)
2025 Satisfaction Survey

Service	**100%**
Safety	**100%**
Staff	**100%**
Management of Services	**100%**
Communication	**100%**
Rights/Respect	**100%**
Skill Development	**100%**
Cultural Diversity	**100%**
Technology	**100%**
Transportation	**100%**
Recommend Services	**100%**
Overall Satisfaction	**100%**

Satisfaction Surveys were sent to Seventy (70) parents and guardians. Thirty-three (33) parent satisfaction surveys were returned. Their comments are summarized as follows:

What Comp System's does well:
- Communication.
- Keeping my daughter safe and happy.
- Choices, involvement in community.

What Comp. Systems can do to improve services?
- Communication.
- Improve on different activies.
- Challenge him more with tasks that are appropriate for him.

Comments:
- Enjoys coming to Dayhab.
- Thank you.
- Staff are kind, friendly and caring.

Service	100%
Safety	100%
Staff	100%
Management of Services	100%
Communication	100%
Rights/Respect	100%
Skill Development	99%
Cultural Diversity	100%
Technology	100%
Transportation	100%
Recommend Services	100%
Overall Satisfaction	99.90%

Satisfaction Surveys were sent to ninety- eight (98) parents and guardians. Fifty-six (56) satisfaction surveys were returned. Their comments are summarized as follows:

What Comp. Systems does well:
- Care.
- Communication.
- Staff.

What Comp. Systems can do to improve services:
- Communication.
- Rec opportunities outside of facility.
- Education/training of staff.

Comments:
- Name tags for staff.
- Thankful for care.
- Thankful to have Comp Systems in our lives.

Small Group Employment - Parent
(Community Employment Services)
2025 Satisfaction Survey

Category	
Service	100%
Safety	100%
Staff	100%
Management of Services	100%
Communication	100%
Rights/Respect	100%
Skill Development	100%
Cultural Diversity	100%
Technology	100%
Transportation	100%
Recommend Services	100%
Overall Satisfaction	100%

Satisfaction Surveys were sent to eleven (11) parents and guardians. four (4) were returned. Their comments are summarized as follows:

What Comp Systems' does well:
- Meets needs of individuals in system.

What Comp. Systems can do to improve services?
- Communication could be better

Comments:
- Thank you for your caring culture.
- Keep up the excellent work.

HCBS / SCL - Parent
2025 Satisfaction Survey

Service	**100%**
Safety	**100%**
Staff	**100%**
Management of Services	**100%**
Communication	**100%**
Rights/Respect	**100%**
Skill Development	**100%**
Cultural Diversity	**100%**
Technology	**100%**
Transportation	**100%**
Recommend Services	**100%**
Overall Satisfaction	**100%**

Satisfaction Surveys were sent to Five (5) parents and guardians. One (1) parent satisfaction surveys were returned. Their comments are summarized as follows:

What Comp. Systems does well:

What Comp. Systems can do to improve services:

Comments:
- More meat and fish for their meals.

RCF-IID - Parent
2025 Satisfaction Survey

Service	100%
Safety	100%
Staff	100%
Management of Services	100%
Communication	100%
Rights/Respect	100%
Skill Development	100%
Cultural Diversity	100%
Technology	100%
Transportation	100%
Recommend Services	100%
Overall Satisfaction	100%

Satisfaction Surveys were sent to forty-five (45) parents and guardians. Twenty- four (24) satisfaction surveys were returned. Their comments are summarized as follows:

What Comp. System's does well:
- Communicate.
- Provides excellent care.
- Feels and looks like home.

What Comp. Systems can do to improve services:
- Communication.
- I can't think of anything at this time.
- Would like to see more community involvement.

Comments:
- Comp has been a life saver for us.
- Very Happy.
- Good job!

Comprehensive Systems Inc.
Employee Satisfaction
3 Year Review
(2025)

	2023	2024	2025
Services	100%	99.5%	100%
Safety	99%	97.5%	98.04%
Training	99%	89.5%	96.72%
Opportunity for Growth	95%	84.5%	92.31%
Communication	90%	84.5%	92.86%
Teamwork	87%	79%	84.25%
Technology	98%	91.5%	95.7%
Cultural Diversity	99%	95%	97.69%
Referral of Service	97%	90.5%	92.52%
Overall Satisfaction	96%	90%	94.45%

Comprehensive Systems Inc.
Employee Satisfaction
(2025)

Service	DSP	Admin.	Overall
Safety	100%	100%	100%
	97.44%	98.65%	98.04%
Training	96.15%	97.3%	96.72%
Opportunity for Growth	90.7%	93.92%	92.31%
Communication	89.75%	95.97%	92.86%
Teamwork	82.02%	86.49%	84.25%
Technology	96.8%	94.6%	95.7%
Cultural Diversity	98.08%	97.3%	97.69%
Referral of Service	89.10%	95.95%	92.52%
Overall Satisfaction	93.33%	95.57%	94.45%

Employees are surveyed annually on Paycom. Three hundred forty-four (344) satisfaction surveys were sent out via Paycom. Two hundred thirty (230) were completed. Making overall staff satisfaction this year 94.45%.

Comprehensive Systems Stakeholders
Board
2025

Services	**100%**
Communication	**100%**
Rights	**100%**
Staff	**100%**
Diversity	**100%**
Technology	**100%**
Overall Satisfaction	**100%**

Satisfaction surveys were sent to five (5) of our Board Members. We received four (4) satisfaction surveys back, the following were their comments:

Would you recommend Comprehensive Systems residential, employment and day services to others needing services?
    100%

Some of the things that Comprehensive Systems does the best are:
- Communication
- Care

I think Comprehensive Systems could improve this/these areas by doing:

Comprehensive Systems Stakeholders
Volunteer
2025

Services	100%
Communication Safety	100%
Rights	100%
Staff	100%
Diversity	100%
Technology	100%
Overall Satisfaction	100%

Satisfaction surveys were sent to Forty-eight (48) of our Volunteers. Twenty-six (26) satisfaction responses from Volunteers were returned, their comments are summarized as follows.

Would you recommend Comprehensive Systems residential, employment and day services to others needing services?
100%

Some of the things that Comprehensive Systems does the best are:
- Care for clients.
- Treasure Chest Store.
- Group Homes have a great home environment.

I think Comprehensive Systems could improve this/these areas by doing:
-

Comprehensive Systems, Inc.
Individual Satisfaction
3 Year Review
2025

	2023	2024	2025
Rights	99%	97	99
Opportunity/Choices	99%	98	97
Sill Training Services	98%	99	97
Safety	99%	98	97
Community Involvement	99%	99	99.6
Staff/Availability	99%	99.8	100
Accessibility Services	93%	92	96
Relationships	97%	96	99
Communication	99.6%	99.8	100
Technology	99%	96	100
Transportation	99.6%	99	100
Cultural Diversity	99.6%	98	100
Referral Service	96%	94	79
Overall Satisfaction	98%	97%	89%